

## A STUDY OF TRAINING IMPACT ASSESSMENT IN HOSPITALS OF RAJKOT



### Management

**KEYWORDS:** training, employees, impact, hospital

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### ABSTRACT

Medical care is a programme of services that should make available to the individual, and thereby to the community, all facilities of medical services necessary to promote and maintain health of mind and body. This programme should take into account the physical, social and family environment, with a view to the prevention of disease, the relation of health and the alleviation of disability. A hospital is an integral part of a social and medical organization, the function of which is to provide for the population complete healthcare, both curtail and preventive, and whose outpatient services reach out to the family and its home environment; the hospital is also a centre for the training of health workers and Bio-social research. The objective of this paper is to study the training impact on employees working in hospitals and to analyse that do employees really find improvement (increase) in Efficiency, Accuracy, and Productivity & Quality of services because of training.

### Introduction

Proper management of human resources is critical in providing a high quality of health care. A refocus on human resources management in health care and more research are needed to develop new policies. Effective human resources management strategies are greatly needed to achieve better outcomes from and access to health care.

Human resources, when pertaining to health care, can be defined as the different kinds of clinical and non-clinical staff responsible for public and individual health intervention.

As arguably the most important of the health system inputs, the performance and the benefits the system can deliver depend largely upon the knowledge, skills and motivation of those individuals responsible for delivering health services.

Human resources in health sector reform also seek to improve the quality of services and patients' satisfaction. Health care quality is generally defined in two ways: technical quality and socio-cultural quality. Technical quality refers to the impact that the health services available can have on the health conditions of a population. Socio-cultural quality measures the degree of acceptability of services and the ability to satisfy patients' expectations.

Our reliance of training programs as measure to stop performance gap is a common phenomenon in many organisations worldwide. Measuring the impact of training on both employee and organisational performance is quite difficult when the concerned organisation is a service provider like a hospital compared to manufacturing firm. In service organisation output is measured terms of quality, quick services, satisfaction of clients etc.

### Research Objective

To study the training impact on employees working in hospitals and to analyse that do employees really find improvement (increase) in Efficiency, Accuracy, and Productivity & Quality of services because of training.

### Research Methodology

- **SCOPE OF THE STUDY:-**  
Training impact assessment will help in the following way.
- Provide indicators of knowledge, skill and attitude transfer from the classroom to the workplace.
- Provide vital information that can be used to identify positive

outcomes of training at the workplace.

- Improve training design and delivery.
- Training impact assessment is also helpful to identify the training impact and to design customized training programme.

#### • **SAMPLE SIZE:-**

Sample size is taken 100 employees working in hospital

#### • **RESEARCH DESIGN:-**

"Research design is the plan, structure, and strategy of investigation conceived so as to obtain answers to research questions and to control variance."

- Data collection forms:-

- (a) Observation method.
- (b) Survey method

But for the purpose of our project we adopted a Survey based method" which includes

- Personal interview of HOD

- Personal interview of employees

#### • **METHODS OF DATA COLLECTION:-**

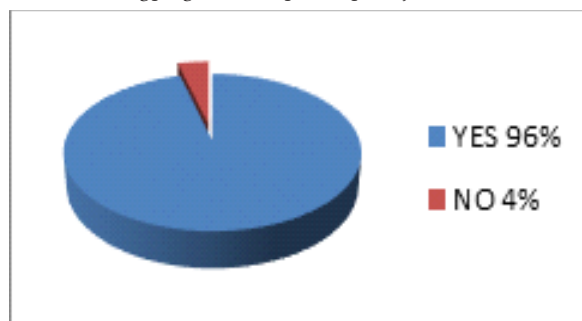
- Primary data collection
- © Questionnaire
- (d) Formal interview

#### - **Secondary data collection:-**

- (a) Internet
- (b) News paper

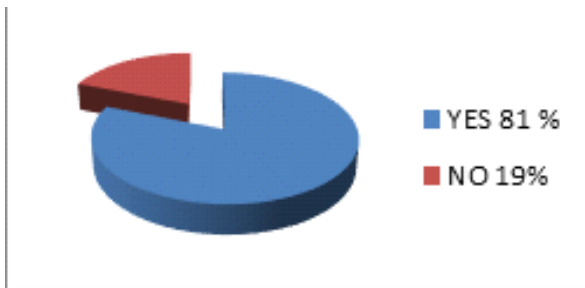
### Research Analysis

**Chart1-** training programme helps to improve job satisfaction level



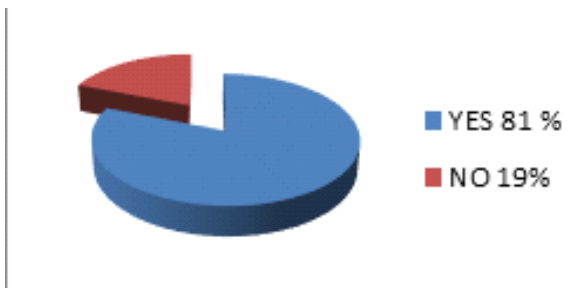
So, most of the employees feels that their job satisfaction level has improved after training. So training impact is positive.

**Chart 2-training programme helps to improve responsibility level?**



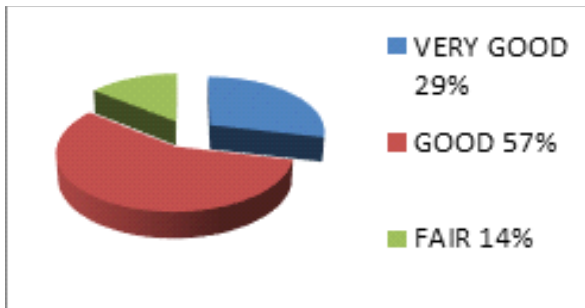
So, most of the employees feels that their job satisfaction level has improved after training. So training impact is positive.

**Chart 2-training programme helps to improve responsibility level?**



Most of the employees feels that they become self responsible after attending the training.

**Chart 3- improvement (increase) in Efficiency, Accuracy, and Productivity & Quality of services because of training?**



Most of the employees find improvement and positive impact after training programme.

## DISCUSSION

Researcher has observed that the Training programme System in the hospital is generally done for the purpose of Improvement. More than 25% of employees in the hospitals fill that there is very good impact of training, approx. 60% of employees feel that there is good impact of training and approx 15% of employees feel than there is fair impact of training in improvement in their performance.

Generally it is observed that the employees think that there training should be done on regular basis. The training programme help them to improve their job satisfaction level and also provides them better scope for growth.

## FINDINGS AND CONCLUSIONS

From this research the researcher has found out that comfort level of employees' increases after training, it also provides them more

confidence to work independently. Training programme helps employees to change their attitude, behaviour towards work and generates opportunity for them to develop themselves in the organisation.

It was observed that training helps employees to improve their interpersonal relations within organisation and ultimately has got overall positive impact on employees.

## LIMITATION OF THE STUDY

1. The research is limited to employees working in hospitals of Rajkot, Saurashtra Region.

2. Possibility of error in data collection because some employees had not given actual answers of our question.

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